

General Data Protection Regulation Privacy Notice

The George Veterinary Group needs to comply with various obligations in respect of the personal data that it holds concerning individuals and businesses. One of the core principles of the GDPR is that personal data should be processed lawfully, fairly and in a transparent manner in relation to the data subject, and this Privacy Notice explains:

- what personal data the George Veterinary Group holds and the purpose for which it holds it;
- how it ensures that data is adequate and relevant, but not excessive;
- how it keeps the data accurate and up-to-date;
- how it ensures that it keeps the data for no longer than is necessary;
- what rights individuals have;
- the technical and organisational security measures that it takes;
- its policies in respect of the transfer of data to third parties; and
- responsibilities of individuals in respect of information concerning the other people.

What personal data The George Veterinary Group holds, and the purpose for which it holds it

The information that The George Veterinary Group holds on its clients is their names, addresses, telephone numbers, email address and farm CPH numbers where appropriate and bank details but only held for 3 months at any one time.

GDPR affords particular protection to special categories of data and for these categories the company does not hold any data on its clients.

How The George Veterinary Group ensures that data is adequate and relevant, but not excessive

The personal data The George Veterinary Group holds is collected only for the specified and explicit purposes of communicating with you as a client and to identify the animal or animals for which you are responsible, and for which we provide a veterinary service.

How The George Veterinary Group keeps the data accurate and up-to-date

The George Veterinary Group is obliged to take every reasonable step to ensure that the personal data it holds is accurate and kept up to date; and where such data is or has become inaccurate, is erased or rectified without delay. To ensure the data is up to date you may be asked when visiting or contacting the practice to confirm your personal data. Also, we ask that if your personal data changes you inform us of these changes in order to maintain our records.

How The George Veterinary Group ensures that it keeps the data for no longer than is necessary

The George Veterinary Group is plainly obliged to keep such personal data for as long as you are a client of the practice and lifetime of your animals, and for some years thereafter to comply with accounting, taxation and companies' legislation. The George Veterinary Group will thereafter securely archive, delete or destroy such data.

What right do individuals have

As data subjects for the purpose of the GPDR, clients have certain rights of which they are entitled to be informed. These rights are as follows:

Under the general law, individuals are, on the making of a written request, entitled to be told what personal data The George Veterinary Group holds concerning them and to be told the purpose for which the data is held, any recipients to whom the data may have been sent, the period for which the data will be retained, and the right to write rectification, erasure and so forth. They are entitled to be given a copy of the information comprising the data and, where available, given the source of the data. Such information must be supplied within one month of the date of the request being made. In respect of clients for whom The George Veterinary Group performs no service other than veterinary work such data will be limited in scope.

Individuals have the right to have inaccurate information rectified without undue delay.

Individuals have the right to request that The George Veterinary Group deletes their personal data in certain circumstances. In practice, this will be likely be relevant only in such an event as the client ceases to be a client of The George Veterinary Group, since plainly without such data it is unlikely that it will be able to discharge its responsibilities to the client.

Individuals have the right to restrict the way that The George Veterinary Group uses data when they contest the accuracy of the data.

Individuals have the right to obtain a copy of your personal data from The George Veterinary Group in a commonly-used format, and have it transferred to another data controller.

Finally, although The George Veterinary Group naturally hopes that it will be a very unlikely contingency, it is obliged to point out that individuals do have the right to claim compensation for any damages caused by any infringement by The George Veterinary Group in the provision of the GPDR.

Technical and organisational security measures that it takes

Any client data held in hard copy is kept in locked filing cabinets or locked cupboards, with access to offices restricted to employees by code keypads or key lock doors when offices are unattended. All visitors working on site are recorded and not left unattended in offices where client data is held.

In respect of data held in electronic form, The George Veterinary Group has its own on-site server with necessary security in place, and data is restricted to employees who need to work on that data only. Back-up of data is taken daily, and security measures are place to protect the data with the server monitored on a daily basis by external IT consultants who are GPDR compliant. The majority of client data is stored on our practice management database which is accessed via a secure website with user access controlled by The George Veterinary Group Directors. The practice has a contract in place with the provider of database and they are a data processor for The George Veterinary Group and are GPDR compliant.

The George Veterinary Group is registered with the UK Information Commissioners Office ('ICO') which operates a supervisory authority in respect of matters arising from the GDPR. In the unlikely event of a breach occurring in respect of data, The George Veterinary Group is obliged to report such a breach to the ICO. It would naturally also notify the individuals concerned properly.

Transfer data third parties

The George Veterinary Group can give an assurance that no data will be transferred to a third party for the purpose of profiling or all other forms of automatic decision-making. Data will however continue to be made available to third parties such as referral centres but only if consent is given by client for The George Veterinary Group to access a third-party service. In certain circumstances data may also be disclosed to various revenue and other governmental authorities where the company is under a legal obligation to do so.

Legal Basis to Hold Data

We hold client data on the legal basis of having a contract between the client and The George Veterinary Group in providing a veterinary service. By signing our terms and conditions you are agreeing to The George Veterinary Group to hold your personal data on this legal basis.